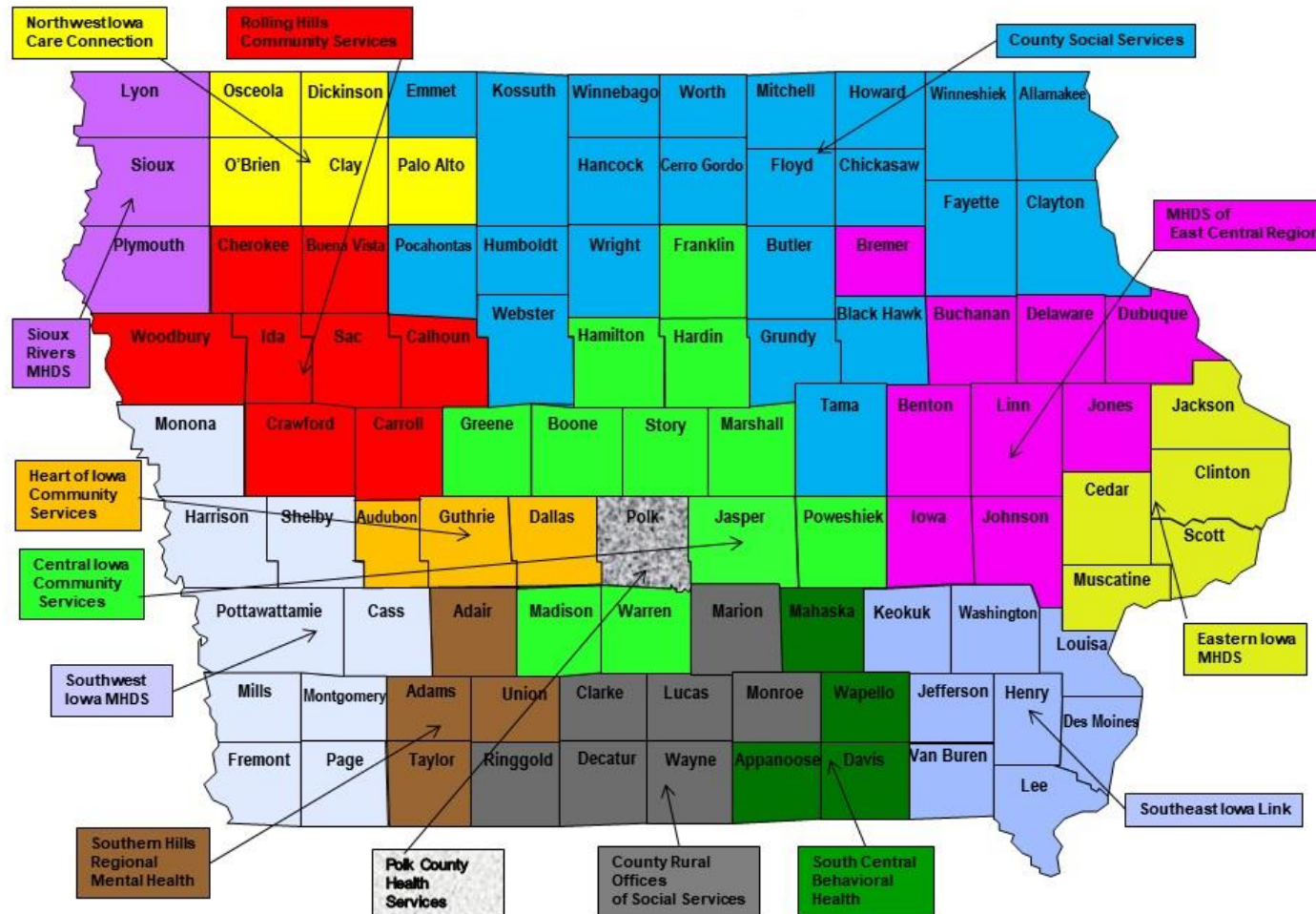


Quarterly MHDS Region Report: 4th Quarter SFY19

Iowa Mental Health and Disability Services Regional Map

The fourteen (14) MHDS regions in place in SFY2020 are shown on the map below.



July 1, 2019

Quarterly MHDS Region Report: SFY2019 Quarter 4

Accessibility

- Iowa Administrative Code sets access standards for core services and specifies either the maximum distance a person must travel or the maximum time a person can wait to receive services.
- The data are as of **June 30, 2019** as reported by the Regional CEO based on services funded by the regions. Accessibility can change throughout the year.
- Nearly all core services are provided and meet accessibility standards for almost all MHDS Regions.
- Reasons for not meeting access standards include: the availability of service providers throughout the region, and the interpretation of the standards by individual Regional CEOs. In collaboration with DHS, CEOs are working on a more uniform interpretation and reporting process for each of the access standards.
- Regions report other factors effecting service delivery include need for intense services for individuals with challenging behaviors.

Core Services: Access Standards Region Status

Status as of End of SFY2019 Quarter 4 (<u>June 30, 2019</u>)								
Region	TREATMENT (Outpatient): Assessment and Evaluation				TREATMENT (Outpatient): Mental Health Outpatient Therapy			
	Timeliness: Emergency	Timeliness: Urgent	Timeliness: Routine	Proximity	Timeliness: Emergency	Timeliness: Urgent	Timeliness: Routine	Proximity
	During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact	Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact	Outpatient services shall be provided to an individual within four weeks of request for appointment	Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 minutes for an individual residing in a rural community	During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact	Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact	Outpatient services shall be provided to an individual within four weeks of request for appointment	Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 minutes for an individual residing in a rural community
Central Iowa Community Services	Met	Met	Met	Met	Met	Met	Met	Met
County Rural Offices of Social Services	Met	Met	Met	Met	Met	Met	Met	Met
County Social Services	Met	Met	Met	Met	Met	Met	Met	Met
Eastern Iowa MHDS Region	Met	Met	Met	Met	Met	Met	Met	Met
Heart of Iowa Region	Met	Met	Met	Met	Met	Met	Met	Met
MHDS of East Central Region	Met	Met	Met	Met	Met	Met	Met	Met
Northwest Iowa Care Connections	Met	Met	Met	Met	Met	Met	Met	Met
Polk County Health Services	Met	Met	Met	Met	Met	Met	Met	Met
Rolling Hills Community Services Region	Met	Met	Met	Met	Met	Met	Met	Met
Sioux Rivers MHDS	Met	Met	Met	Met	Met	Met	Met	Met
South Central Behavioral Health Region	Met	Met	Met	Met	Met	Met	Met	Met
Southeast Iowa Link	Met	Met	Met	Met	Met	Met	Met	Met
Southern Hills Regional Mental Health	Met	Met	Met	Met	Met	Met	Met	Met
Southwest Iowa MHDS Region	Met	Met	Met	Met	Met	Met	Met	Met

Continued on the next page →

Status as of End of SFY2019 Quarter 4 (June 30, 2019)							
Region	TREATMENT (Outpatient): Prescribing and Management				TREATMENT: Mental Health Inpatient Therapy		TREATMENT: Assessment and Evaluation after Inpatient Treatment
	Timeliness: Emergency	Timeliness: Urgent	Timeliness: Routine	Proximity	Timeliness: Emergency	Proximity	Timeliness: Assessment/Evaluation
	During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact	Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact	Outpatient services shall be provided to an individual within four weeks of request for appointment	Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 minutes for an individual residing in a rural community	An individual in need of emergency inpatient services shall receive treatment within 24 hours	Inpatient services shall be within a reasonably close proximity to the region (100 miles)	An individual who has received inpatient services shall be assessed and evaluated within four weeks of discharge
Central Iowa Community Services	Met	Met	Met	Met	Met	Met	Met
County Rural Offices of Social Services	Met	Met	Met	Met	Met	Met	Met
County Social Services	Met	Met	Met	Met	Met	Met	Met
Eastern Iowa MHDS Region	Met	Met	Met	Met	Met	Unmet	Met
Heart of Iowa Region	Met	Met	Met	Met	Met	Met	Met
MHDS of East Central Region	Met	Met	Met	Met	Met	Met	Met
Northwest Iowa Care Connections	Met	Met	Met	Met	Met	Met	Met
Polk County Health Services	Met	Met	Met	Met	Met	Met	Met
Rolling Hills Community Services Region	Met	Met	Met	Met	Met	Met	Met
Sioux Rivers MHDS	Met	Met	Met	Met	Met	Met	Met
South Central Behavioral Health Region	Met	Met	Met	Met	Met	Met	Met
Southeast Iowa Link	Met	Met	Met	Met	Met	Met	Met
Southern Hills Regional Mental Health	Met	Met	Met	Met	Met	Met	Met
Southwest Iowa MHDS Region	Met	Met	Unmet	Met	Met	Met	Met

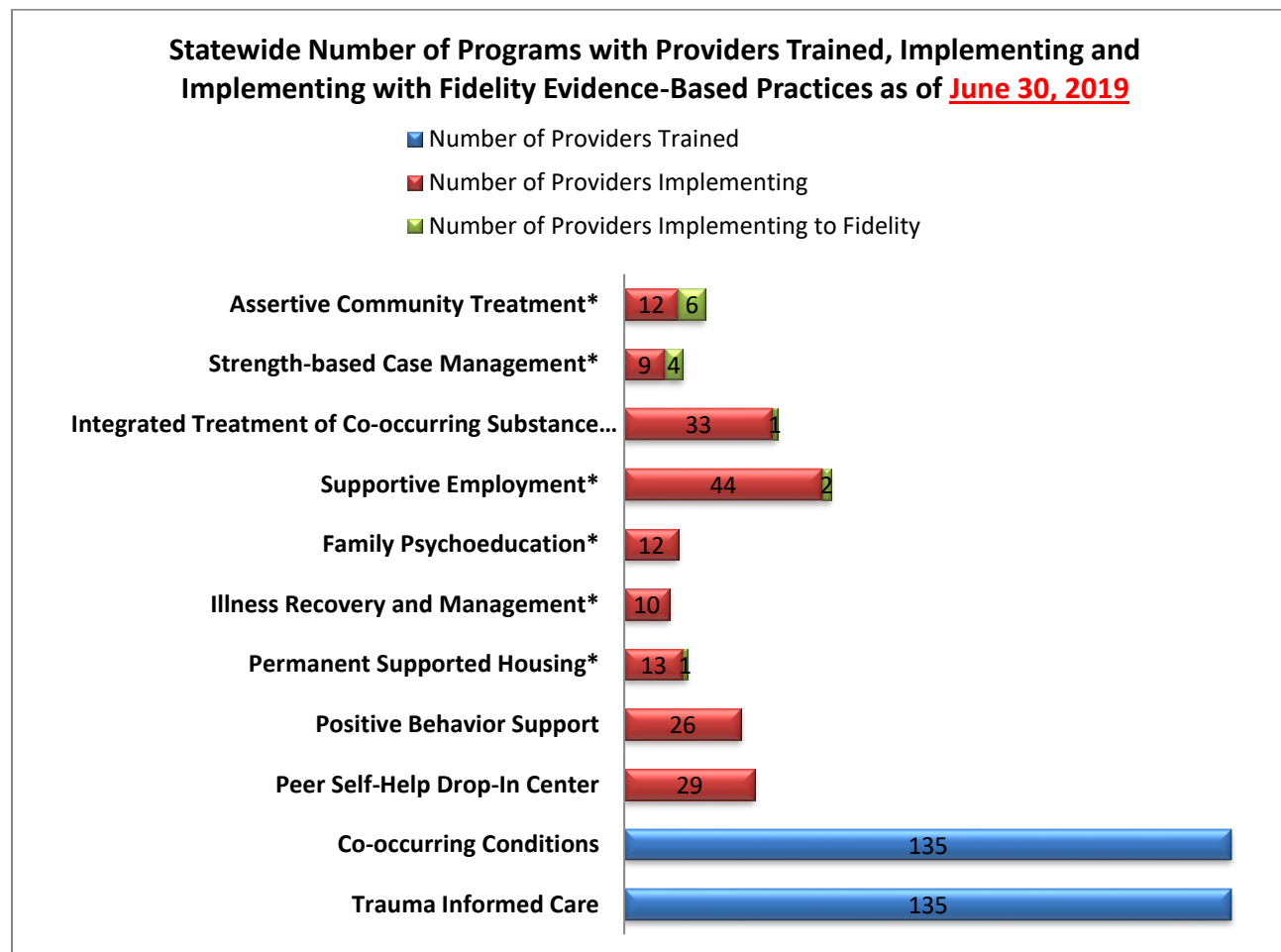
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Status as of End of SFY2019 Quarter 4 (June 30, 2019)								
Region	CRISIS: Twenty Four Hour Crisis Response		SUPPORT FOR COMMUNITY LIVING	SUPPORT FOR EMPLOYMENT	RECOVERY SERVICES: Family Support	RECOVERY SERVICES: Peer Support	SERVICE COORDINATION: Case Management and Health Home	
	Timeliness	Timeliness	Timeliness	Timeliness	Proximity	Proximity	Timeliness: Routine	Proximity
	Immediate access to crisis response services by means of telephone, electronic, or face-to-face communication 24 hours. A day/ 365 days a year.	Crisis evaluation within 24 hours	The first appointment shall occur within four weeks of the individual's request of support for community living	The initial referral shall take place within 60 days of the individual's request of support for employment	An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services	An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services	An individual shall receive service coordination within 10 days of the initial request for such service or being discharged from an inpatient facility	An individual receiving service coordination shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.
Central Iowa Community Services	Met	Met	Met	Met	Met	Met	Met	Met
County Rural Offices of Social Services	Met	Met	Met	Met	Met	Met	Met	Met
County Social Services	Met	Met	Met	Met	Unmet	Unmet	Met	Met
Eastern Iowa MHDS Region	Met	Met	Unmet	Met	Met	Met	Met	Met
Heart of Iowa Region	Met	Met	Met	Met	Met	Met	Met	Met
MHDS of East Central Region	Met	Met	Met	Met	Met	Met	Met	Met
Northwest Iowa Care Connections	Met	Met	Met	Met	Met	Met	Met	Met
Polk County Health Services	Met	Met	Met	Met	Met	Met	Met	Met
Rolling Hills Community Services Region	Met	Met	Met	Met	Met	Met	Met	Met
Sioux Rivers MHDS	Met	Met	Met	Met	Met	Met	Met	Met
South Central Behavioral Health Region	Met	Met	Met	Met	Met	Met	Met	Met
Southeast Iowa Link	Met	Met	Met	Met	Met	Met	Met	Met
Southern Hills Regional Mental Health	Met	Met	Met	Met	Met	Unmet	Met	Met
Southwest Iowa MHDS Region	Met	Met	Met	Met	Met	Met	Met	Met

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Quality

- Iowa Code requires Regions to provide access to evidenced based practices (EBP).
- EBPs are practices that have consistent scientific evidence showing they improve individual outcomes.
- Iowa Administrative Code requires the Regions ensure that access is available to the seven (7) evidence based practices identified with (*) in the chart below as well as provide services that effectively treat individuals with Co-Occurring conditions and use Trauma-Informed Care practices. The chart also includes two additional core evidence based practices Regions are to provide if funding is available.
- This chart shows how many providers are implementing the required practices. At this time 4 of the evidenced based practices have at least one provider meeting independently verified fidelity standards.
- The data are as reported by Regional CEOs.



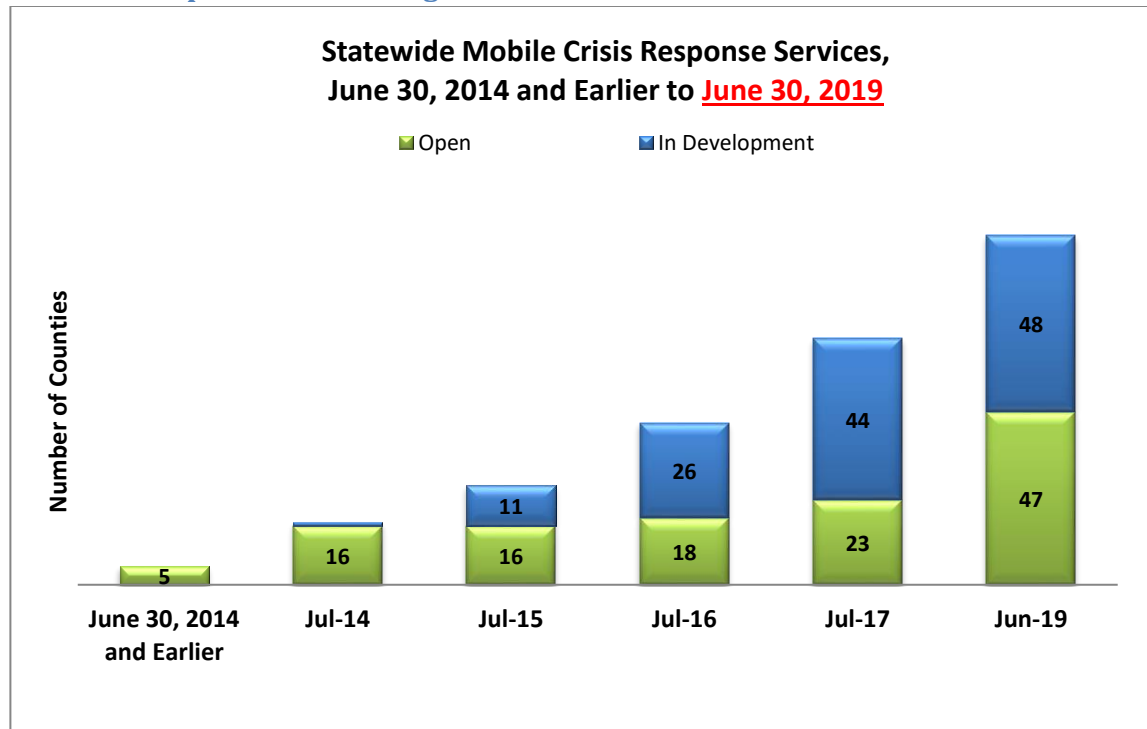
New Core Mental Health and Disability Services: Implementation and Access Standard Progress

- New core services are to be implemented on or before July 1, 2021.
- The data represents regions' progress in implementing the new core services as of **SFY2019 Quarter 4: June 30, 2019**.
- Data are self-report by Regional CEOs. Charts reported by quarter for data available starting SFY2019.
- **Open** indicates the service is available to individuals in the Region.
- **In-Development** indicates the Region is developing the service with an anticipated start date.

Mobile Crisis Response

- On-site, face-to-face mental health crisis services for an individual experiencing a mental health crisis.
- The data reflects the number counties statewide and percent of counties per region that have mobile crisis response services available or in-development

Statewide Implementation Progress

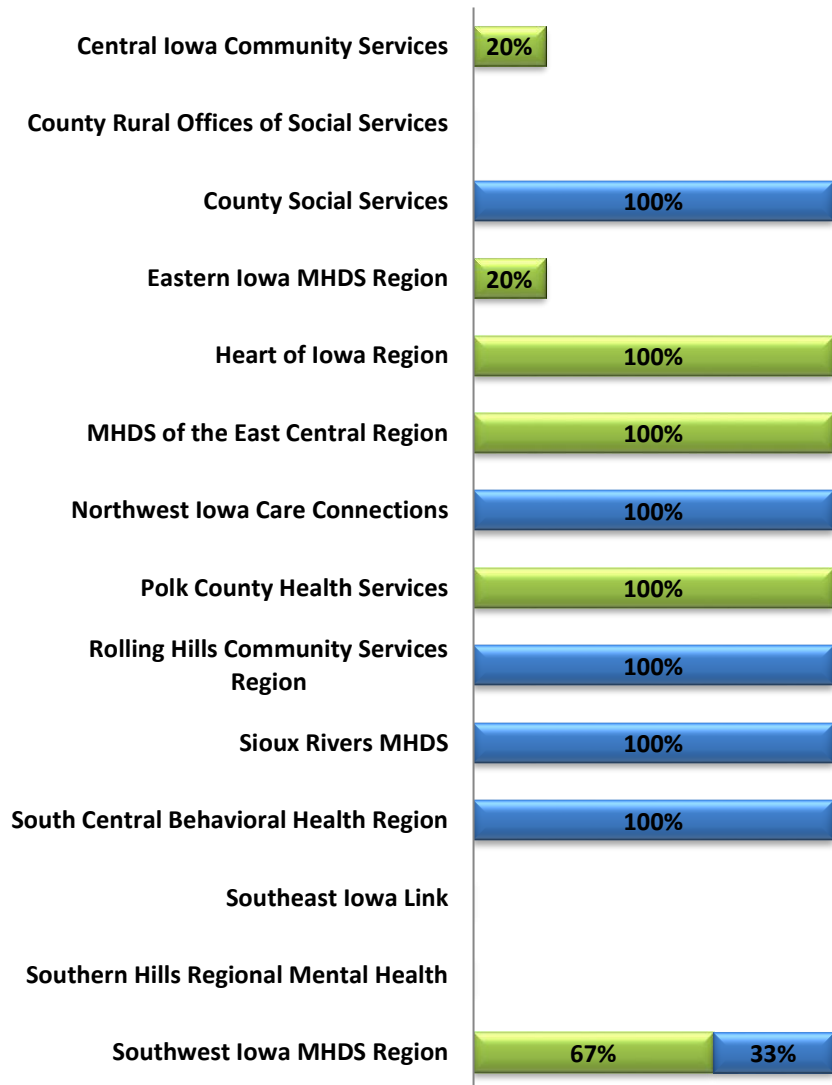


Access Standard Progress

CRISIS: Mobile Response	
*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.	
Region	Timeliness Face-to-face contact with mobile crisis staff within 60 minutes of dispatch.
Central Iowa Community Services	Met
County Rural Offices of Social Services	Developing
County Social Services	Developing
Eastern Iowa MHDS Region	Met
Heart of Iowa Region	Met
MHDS of East Central Region	Developing
Northwest Iowa Care Connections	Met
Polk County Health Services	Met
Rolling Hills Community Services Region	Developing
Sioux Rivers MHDS	Developing
South Central Behavioral Health Region	Met
Southeast Iowa Link	Developing
Southern Hill Regional Mental Health	
Southwest Iowa MHDS Region	Met

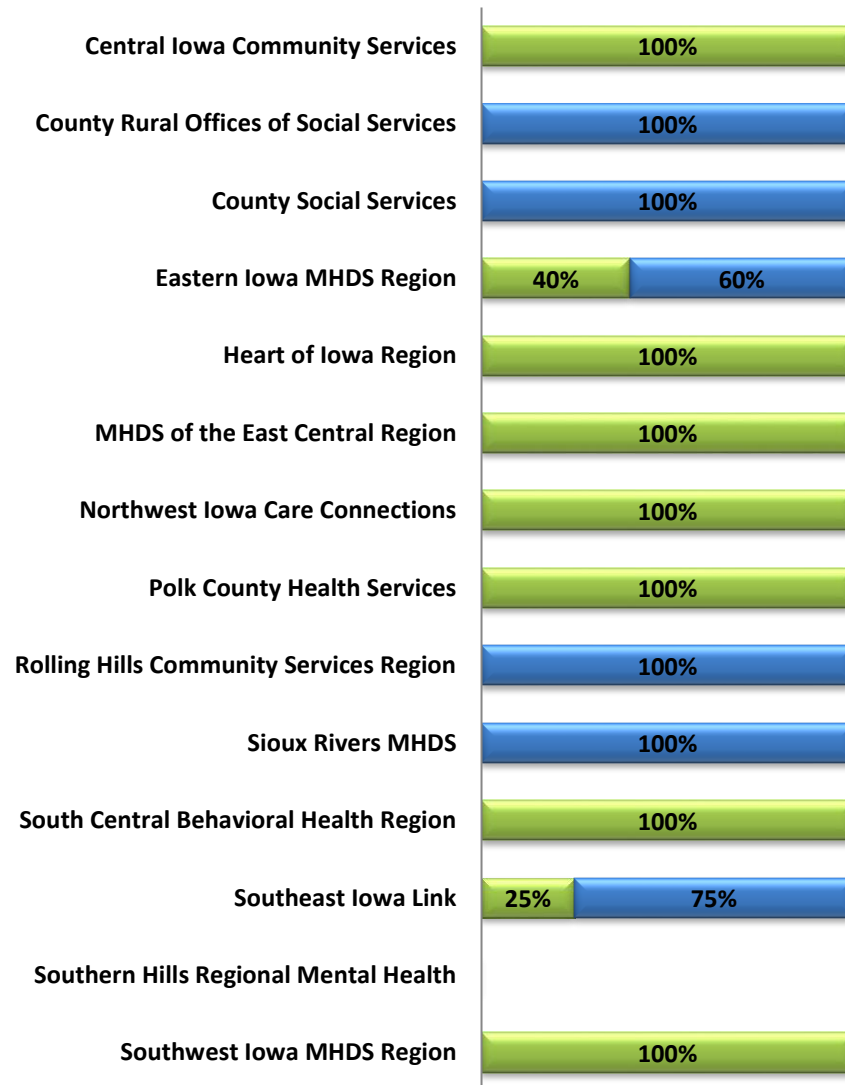
Percent of Counties within the Region with Mobile Crisis Response Services by Region as of June 30, 2017

■ Open ■ In Development



Percent of Counties within the Region with Mobile Crisis Response Services by Region as of June 30, 2019

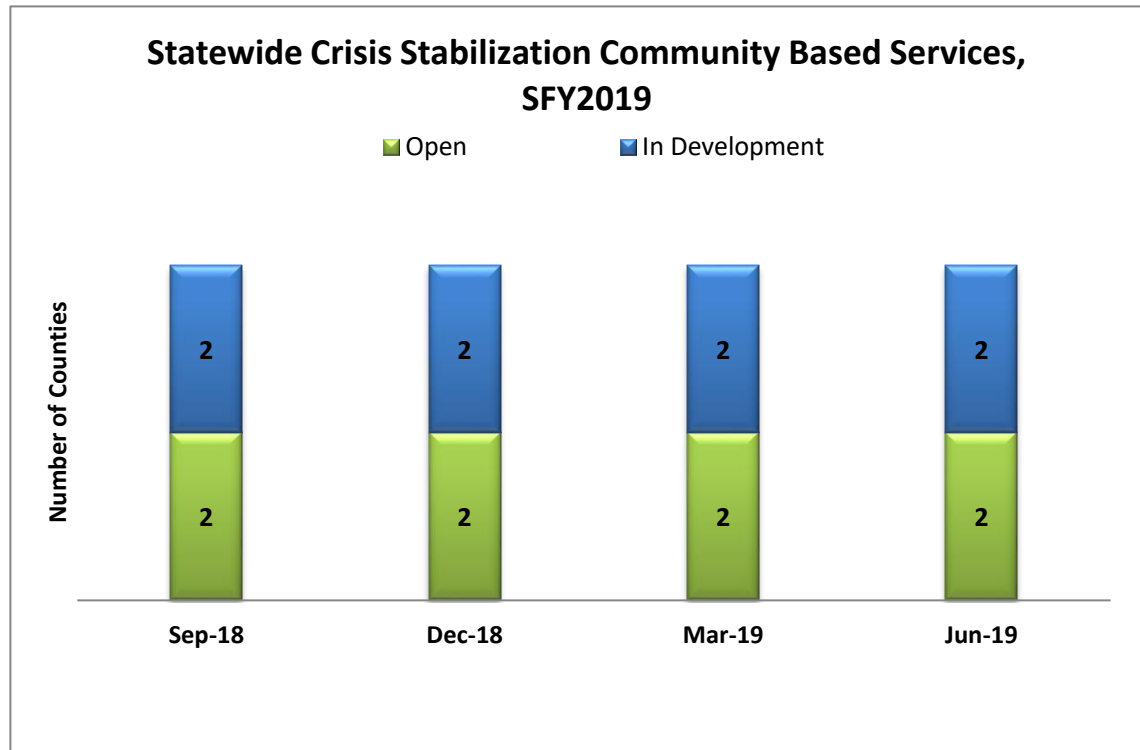
■ Open ■ In Development



Crisis Stabilization Community Based Services (CSCBS)

- Short-term alternative living arrangement designed to de-escalate a crisis situation and stabilize an individual following a mental health crisis and provided where the individual lives, works or recreates.
- The data reflects the number counties statewide that have Crisis Stabilization Community Based Services available or in-development.

Statewide Implementation Progress



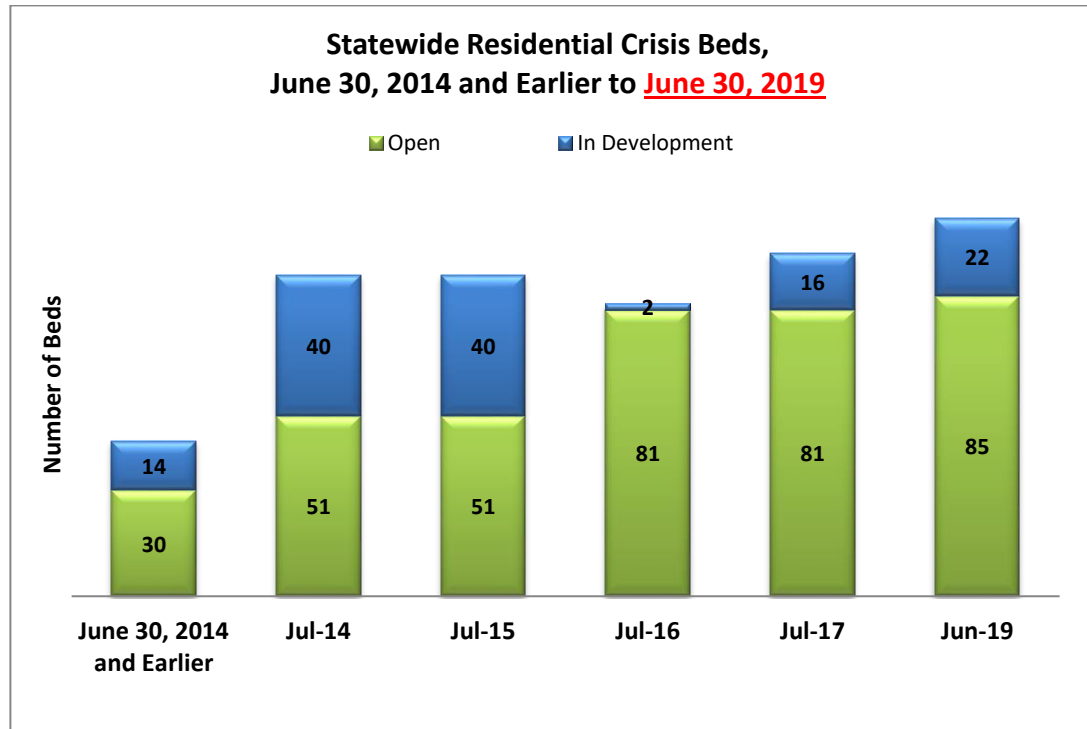
Access Standard Progress

CRISIS: CSCBS	
<i>*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i>	
Region	Timeliness Face-to-face contact from CSCBS provider within 120 minutes from the time of referral.
Central Iowa Community Services	
County Rural Offices of Social Services	
County Social Services	
Eastern Iowa MHDS Region	
Heart of Iowa Region	
MHDS of East Central Region	
Northwest Iowa Care Connections	Developing
Polk County Health Services	
Rolling Hills Community Services Region	
Sioux Rivers MHDS	
South Central Behavioral Health Region	
Southeast Iowa Link	Developing
Southern Hill Regional Mental Health	
Southwest Iowa MHDS Region	

Crisis Stabilization Residential Services (CSRS) Beds

- Residential settings that de-escalate and stabilize an individual experiencing a mental health crisis.
- The data reflects the number of CSRS beds statewide that are available or in-development.

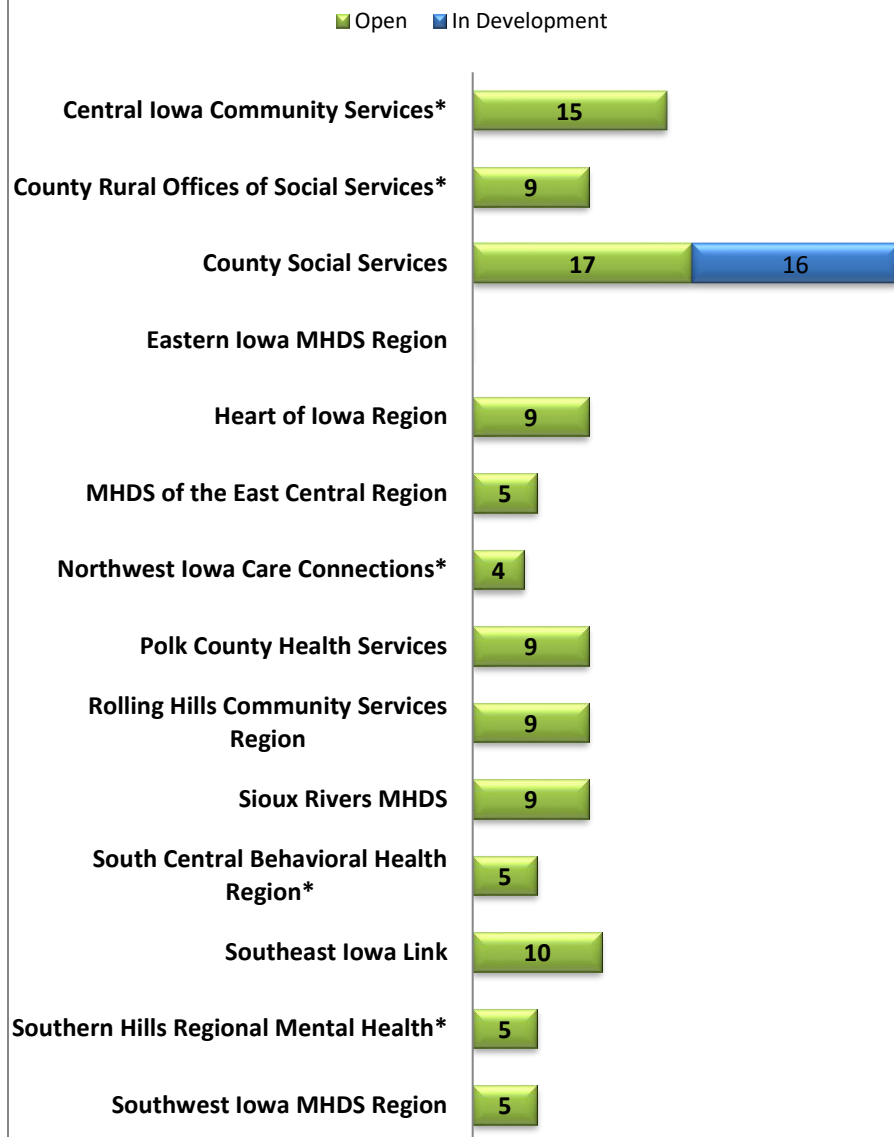
Statewide Implementation Progress



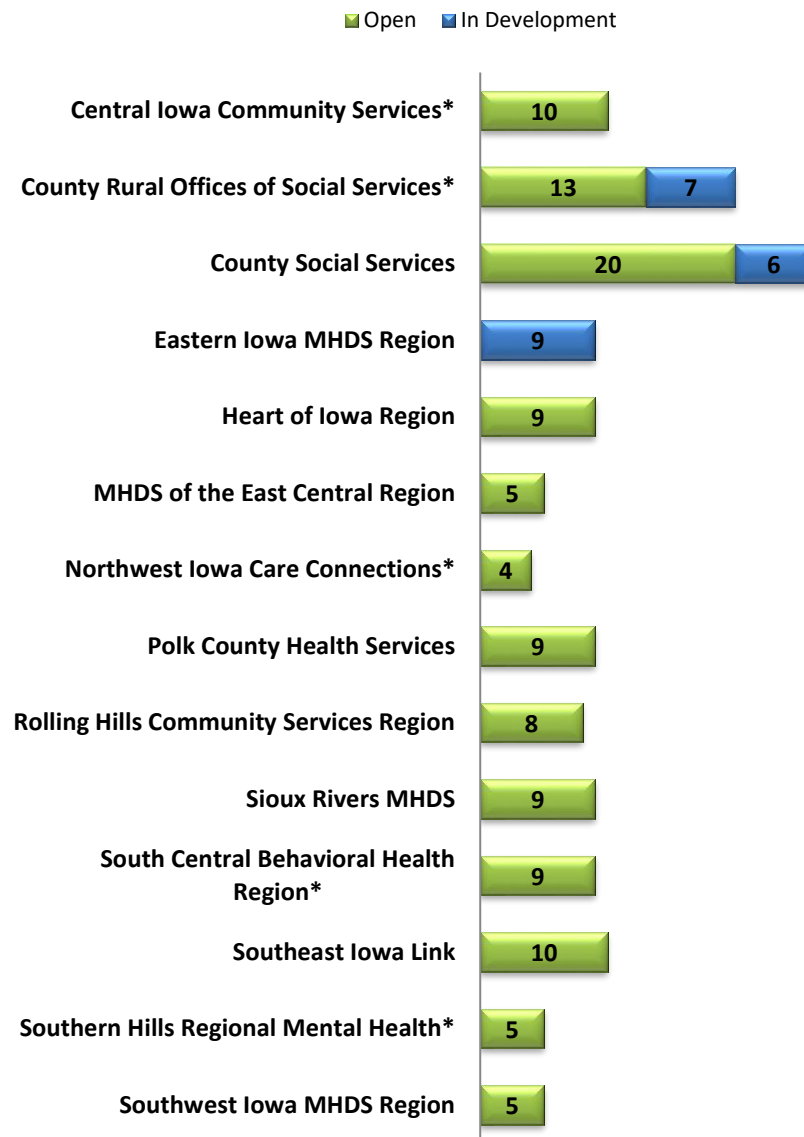
Access Standard Progress

CRISIS: CSRS		
<i>*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i>		
Region	Timeliness Service provided within 120 minutes from the time of referral.	Proximity Service is located within 100 miles from the individual's residence.
Central Iowa Community Services	Met	Met
County Rural Offices of Social Services	Met	Met
County Social Services	Met	Met
Eastern Iowa MHDS Region	Developing	Developing
Heart of Iowa Region	Met	Met
MHDS of East Central Region	Met	Met
Northwest Iowa Care Connections	Met	Met
Polk County Health Services	Met	Met
Rolling Hills Community Services Region	Met	Met
Sioux Rivers MHDS	Met	Met
South Central Behavioral Health Region	Met	Met
Southeast Iowa Link	Met	Met
Southern Hill Regional Mental Health	Met	Met
Southwest Iowa MHDS Region	Met	Met

Number of Crisis Stabilization Residential Services Beds by Region as of June 30, 2017



Number of Crisis Stabilization Residential Services Beds by Region as of June 30, 2019

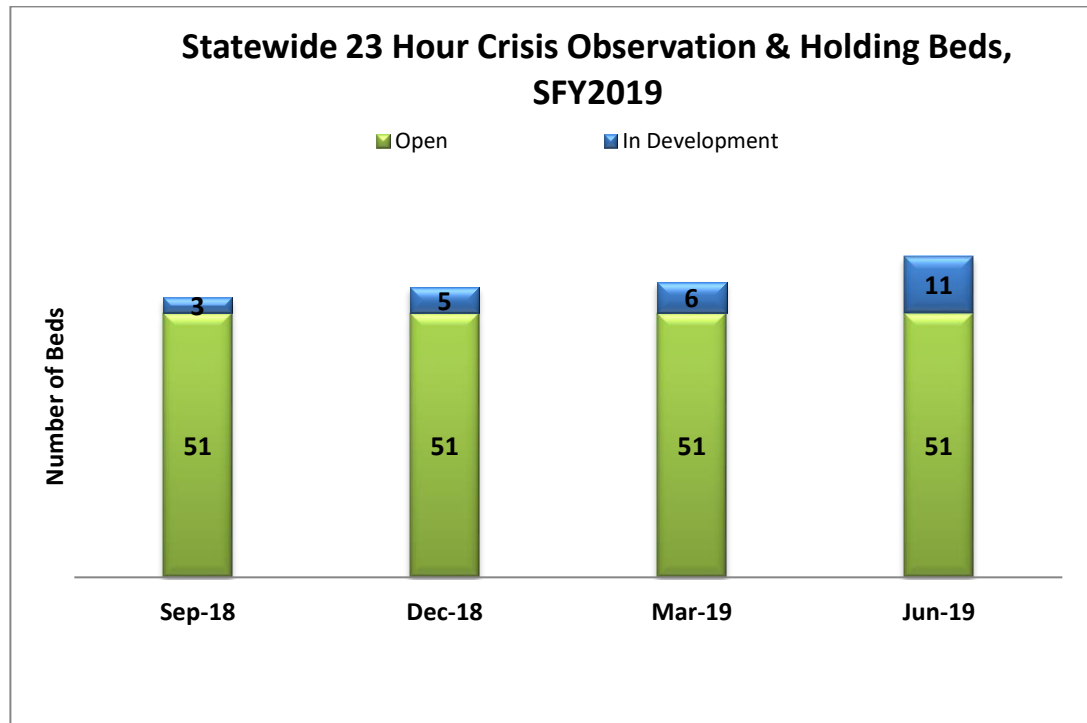


*Contracts all or some of their beds from another region.

23 Hour Crisis Observation and Holding

- A level of care provided for up to 23 hours in a secure and protected, medically staffed, psychiatrically supervised treatment environment.
- The data reflects the number of 23 hour crisis observation and holding beds statewide that are available or in-development.

Statewide Implementation Progress



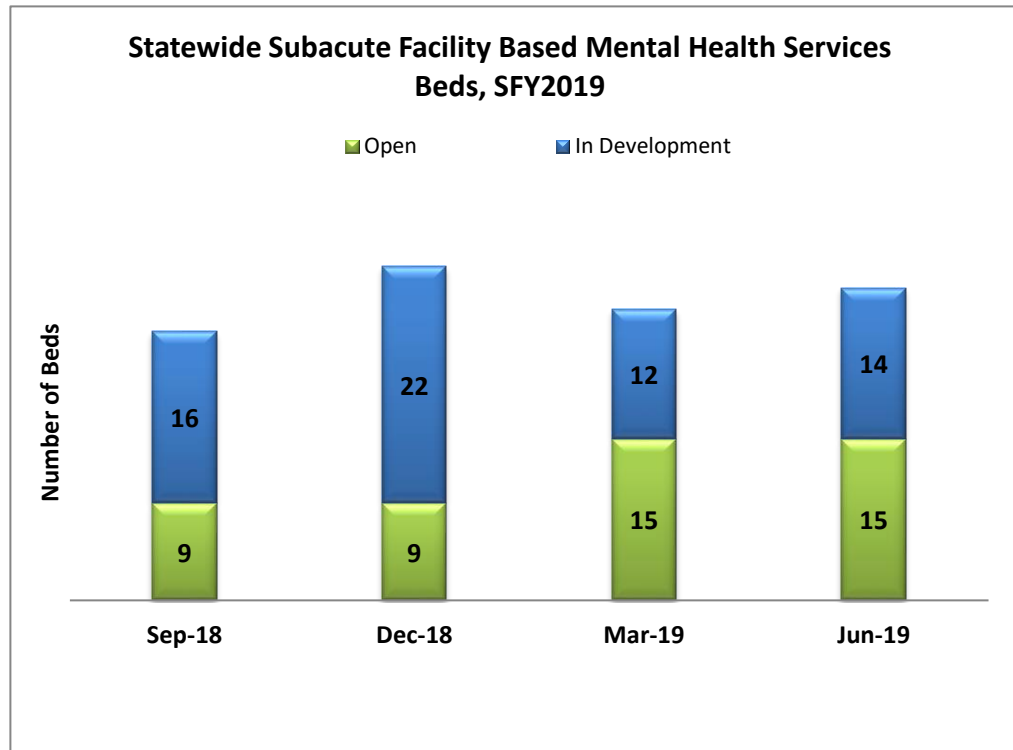
Access Standard Progress

CRISIS: 23 Hour Observation and Holding		
*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.		
Region	Timeliness	Proximity
	Service provided within 120 minutes from the time of referral.	Service is located within 100 miles from the individual's residence.
Central Iowa Community Services	Met	Met
County Rural Offices of Social Services	Met	Met
County Social Services	Developing	Developing
Eastern Iowa MHDS Region	Met	Met
Heart of Iowa Region	Developing	Developing
MHDS of East Central Region	Met	Met
Northwest Iowa Care Connections	Met	Met
Polk County Health Services	Met	Met
Rolling Hills Community Services Region		
Sioux Rivers MHDS	Met	Met
South Central Behavioral Health Region	Met	Met
Southeast Iowa Link	Met	Met
Southern Hill Regional Mental Health	Developing	Developing
Southwest Iowa MHDS Region		

Subacute Facility Based Mental Health Services

- Subacute is a comprehensive set of wraparound services for individuals that have or are at risk of having an acute or crisis mental health symptoms but do not need acute inpatient care.
- The data reflects the number of subacute beds statewide that are available or in-development.

Statewide Implementation Progress



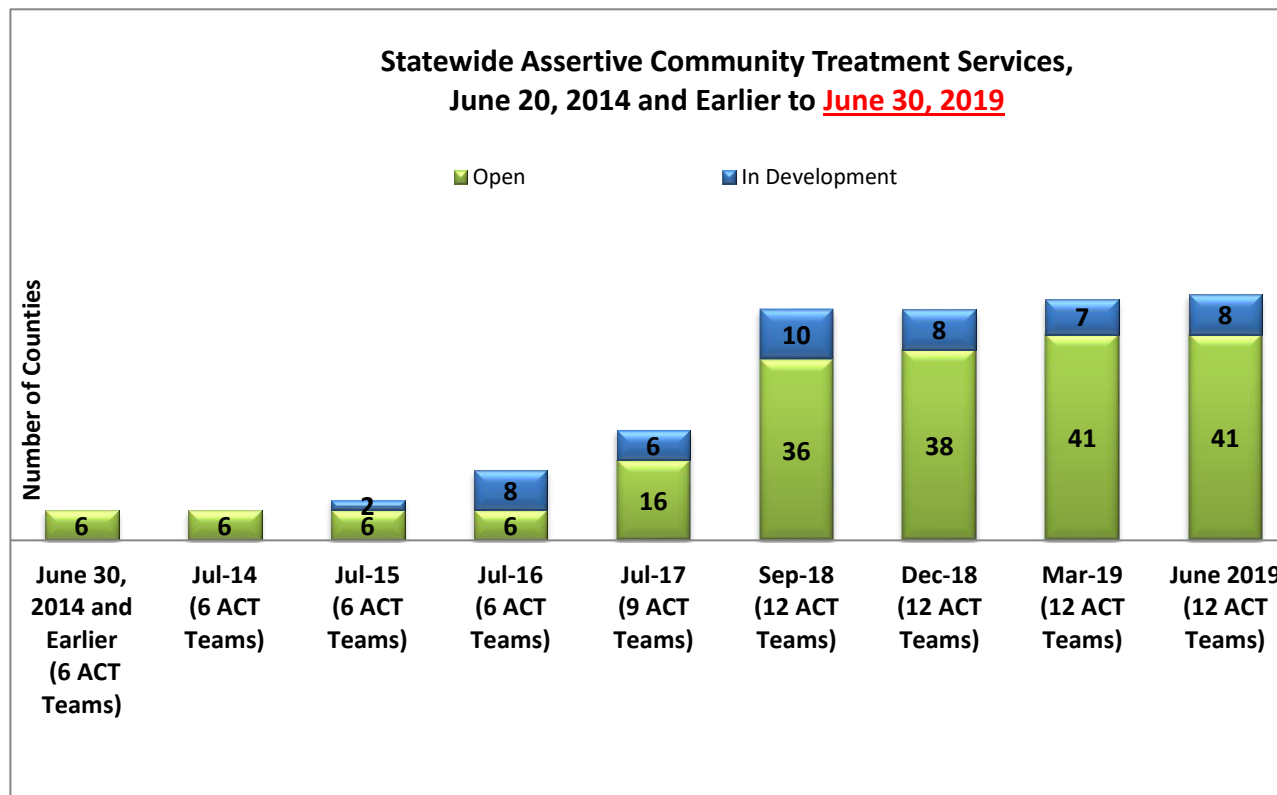
Access Standard Progress

CRISIS: Subacute Facility Based Mental Health Services		
<i>*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i>		
Region	Timeliness	Proximity
	Services provided within 24 hours of referral.	Service is located within 100 miles from the individual's residence.
Central Iowa Community Services	Met	Developing
County Rural Offices of Social Services	Developing	Developing
County Social Services	Met	Developing
Eastern Iowa MHDS Region	Met	Met
Heart of Iowa Region	Developing	Developing
MHDS of East Central Region	Met	Met
Northwest Iowa Care Connections		
Polk County Health Services		
Rolling Hills Community Services Region		
Sioux Rivers MHDS		
South Central Behavioral Health Region	Developing	Developing
Southeast Iowa Link	Met	Developing
Southern Hill Regional Mental Health	Developing	Developing
Southwest Iowa MHDS Region		

Assertive Community Treatment Programs

- Comprehensive, community-based outpatient services provided to individuals with a serious mental illness that require multiple mental health and support services to live in the community. Services are available for individuals located within 30 minutes (urban) or 45 minutes (rural) from where the team is located.
- The map shows the county where ACT programs are available or in-development as of **June 30, 2019**.
- There are currently 12 ACT programs open in Iowa serving 41 counties as of **June 30, 2019**

Statewide Implementation Progress

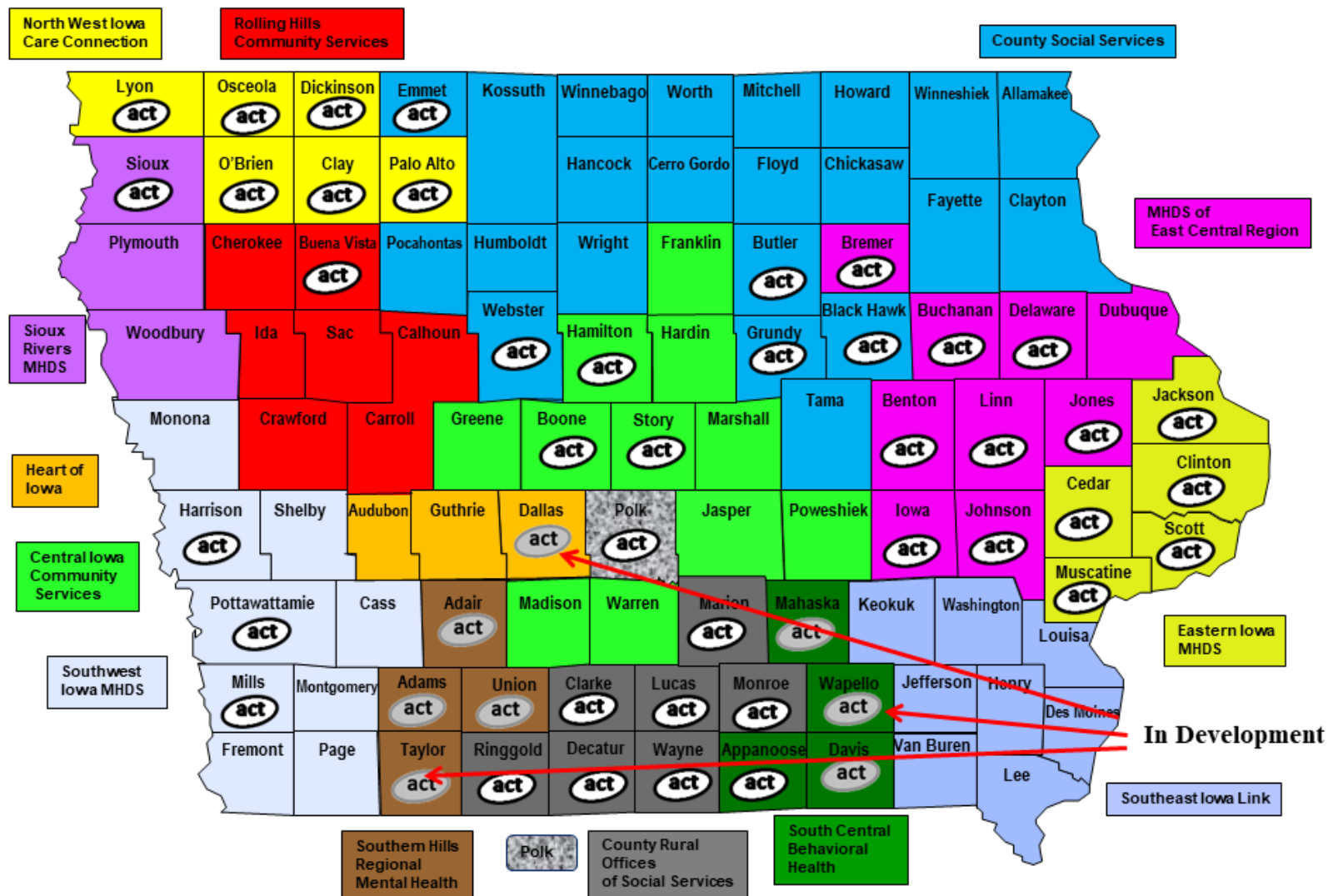


Access Standard Progress

INTENSIVE MENTAL HEALTH SERVICES: ACT	
<i>*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i>	
Region	Capacity 0.06% of the Region's population has access to ACT services.
Central Iowa Community Services	Met
County Rural Offices of Social Services	Met
County Social Services	Met
Eastern Iowa MHDS Region	Met
Heart of Iowa Region	Developing
MHDS of East Central Region	Met
Northwest Iowa Care Connections	Met
Polk County Health Services	Met
Rolling Hills Community Services Region	Developing
Sioux Rivers MHDS	Developing
South Central Behavioral Health Region	Developing
Southeast Iowa Link	
Southern Hill Regional Mental Health	Developing
Southwest Iowa MHDS Region	Developing

- act** = Counties with ACT program available
- act** = Counties with ACT program in development

Assertive Community Treatment Programs



Intensive Residential Services

- Intensive, community-based services provided 24 hours a day, 365 days a year to individuals with a severe and persistent mental illness or multi-occurring conditions.

Access Standard Progress

INTENSIVE MENTAL HEALTH SERVICES: Intensive Residential Services <i>*In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i>		
Region	Timeliness	Proximity
	Services provided within 4 weeks of referral.	Service is available within 2 hours from the individual's residence.
Central Iowa Community Services		
County Rural Offices of Social Services		
County Social Services		
Eastern Iowa MHDS Region		
Heart of Iowa Region		
MHDS of East Central Region		
Northwest Iowa Care Connections		
Polk County Health Services		
Rolling Hills Community Services Region		
Sioux Rivers MHDS		
South Central Behavioral Health Region		
Southeast Iowa Link		
Southern Hill Regional Mental Health		
Southwest Iowa MHDS Region		

Access Center

- Access centers are coordinated services providing assessment and screening for multi-occurring conditions, care coordination, crisis stabilization residential services, subacute mental health services, and substance use disorder treatment for individuals experiencing a mental health or substance use crisis who do not need inpatient psychiatric hospital treatment, but need significant amounts of supports and services not available in home and community based settings on a no eject, no reject basis.

Access Standard Progress

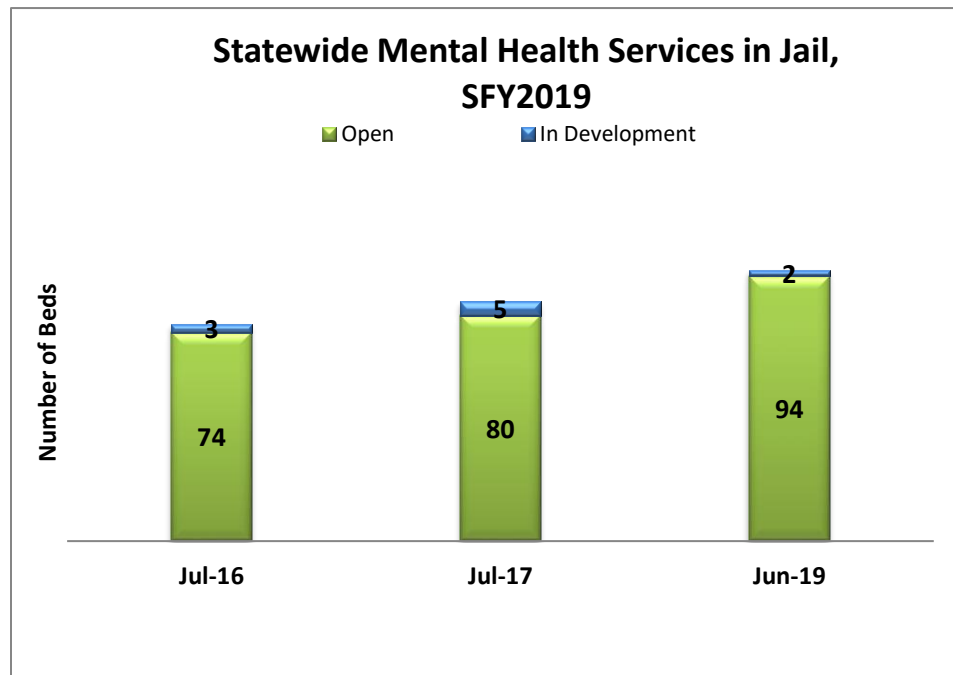
INTENSIVE MENTAL HEALTH SERVICES: Access Center <i>In order to meet access standard on or after 7/1/2021, Regions must meet all requirements in Chapter 25.</i> <i>*Region is planning to meet access standards by coordinating with another region where access center services will be located.</i>		
Region	Timeliness	Proximity
	Services provided within 90 minutes from the determination that services are needed.	Service is located within 100 miles from the individual's residence.
Central Iowa Community Services		
County Rural Offices of Social Services	Developing	Developing
County Social Services	Developing	Developing
Eastern Iowa MHDS Region		
Heart of Iowa Region	Developing	Developing
MHDS of East Central Region		
Northwest Iowa Care Connections		
Polk County Health Services	Developing	Developing
Rolling Hills Community Services Region	Developing	Developing
Sioux Rivers MHDS		
South Central Behavioral Health Region	Developing	Developing
Southeast Iowa Link*	Developing	Developing
Southern Hills Regional Mental Health*	Developing	Developing
Southwest Iowa MHDS Region		

Additional Core Mental Health and Disability Services Implementation

- Additional Core services are as of [SFY2019 Quarter 4: June 30, 2019](#).
- Data are self-report by Regional CEOs.
- **Open** indicates the service is available to individuals in the Region.
- **In-Development** indicates the Region is developing the service with an anticipated start date

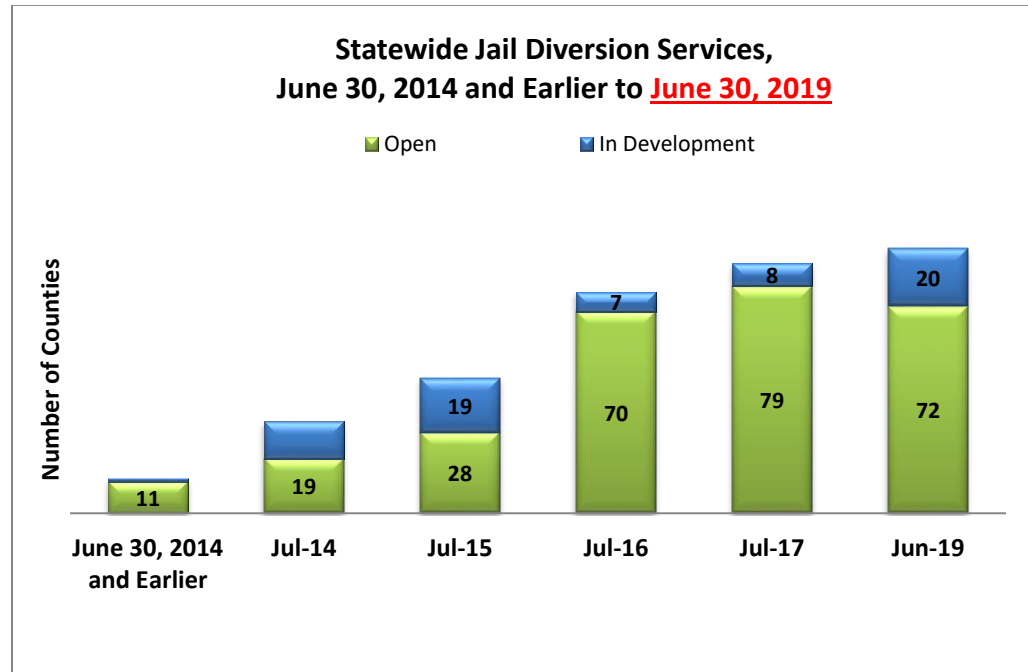
Mental Health Services in Jail

- Outpatient mental health services provided to individuals in criminal justice settings.
- The data reflects the number counties statewide that mental health services in jail services are available or in-development.



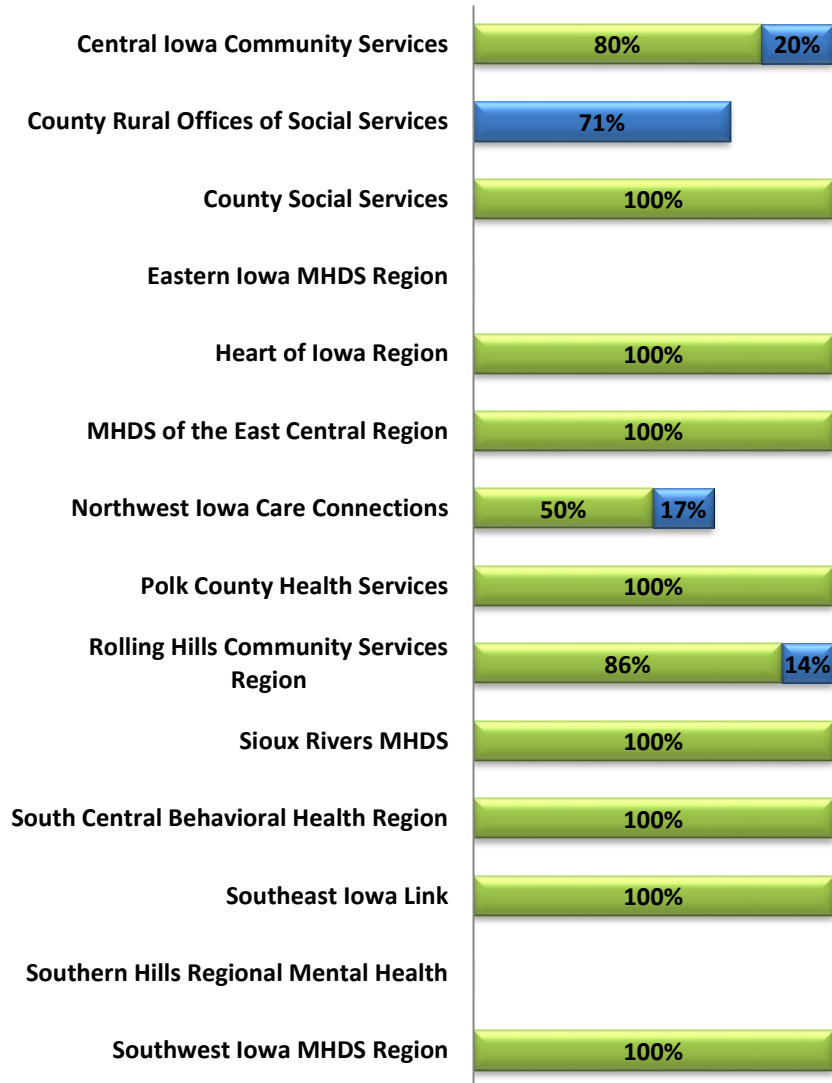
Jail Diversion Services

- Community-based treatment and support services to individuals with mental illness involved in the criminal justice system to eliminate unnecessary incarceration.
- The data reflects the number counties statewide and percent of counties per region that jail diversion services are available or in-development.



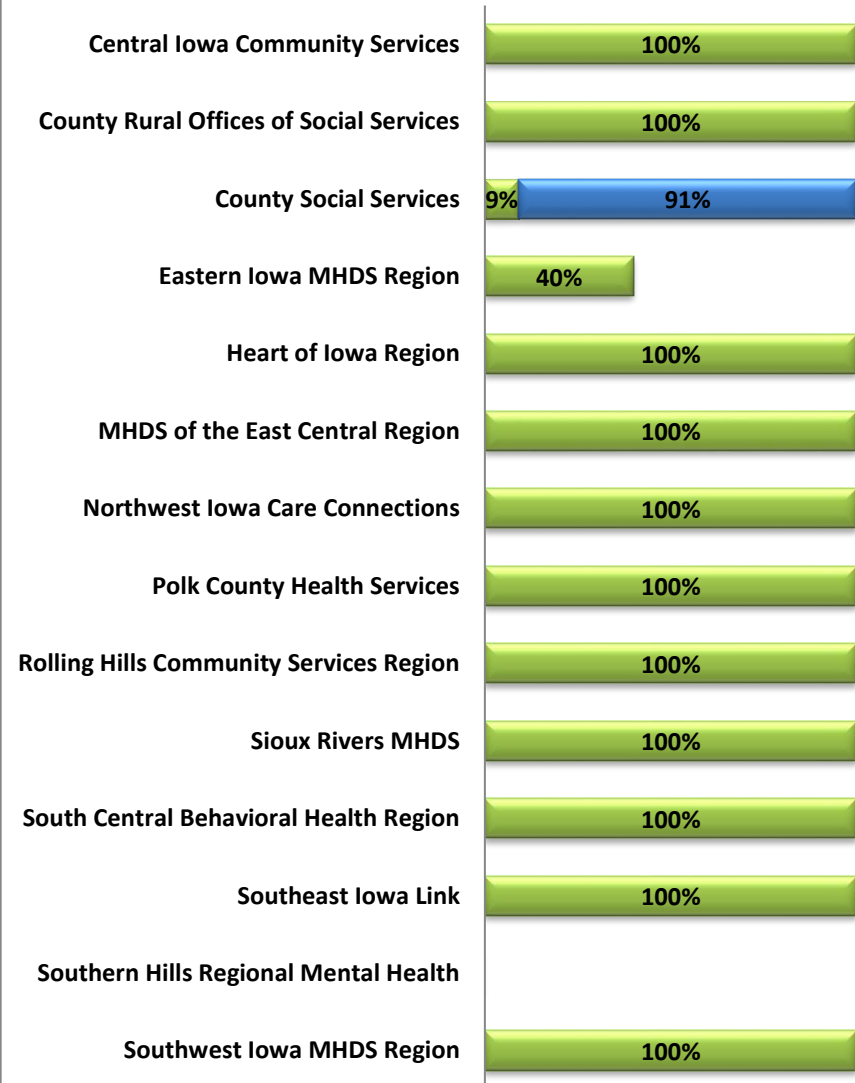
Percent of Counties within the Region with Jail Diversion Services by Region as of June 30, 2017

■ Open ■ In Development



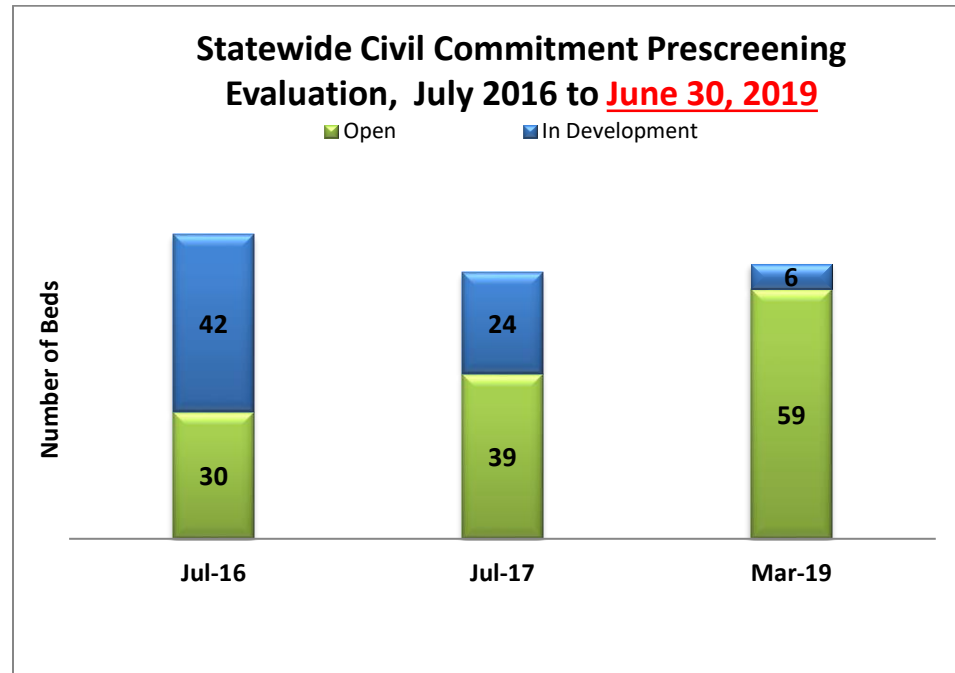
Percent of Counties within the Region with Jail Diversion Services by Region as of June 30, 2019

■ Open ■ In Development



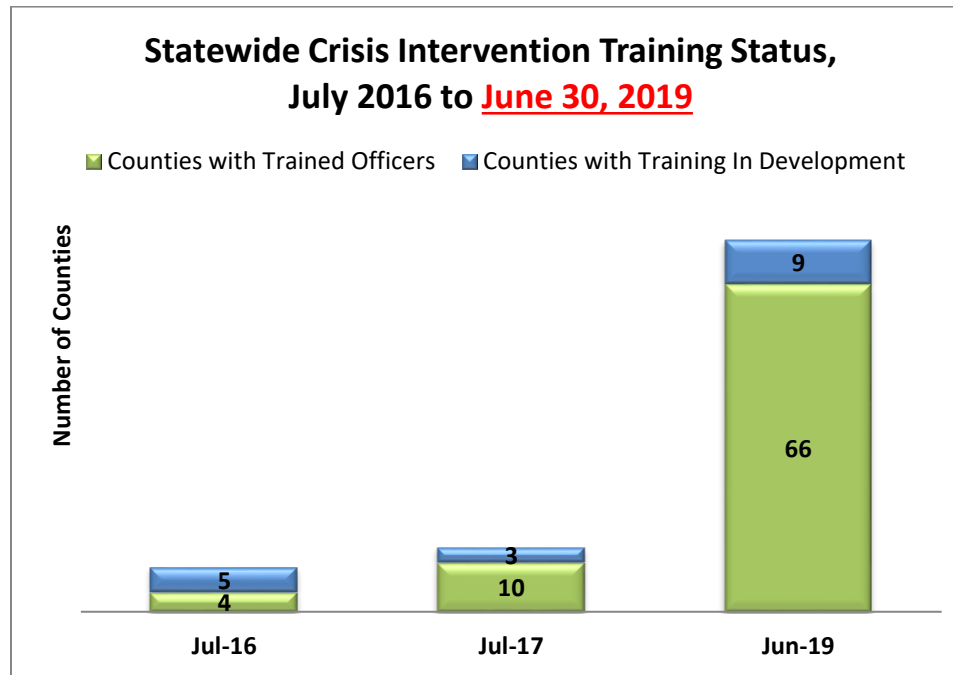
Civil Commitment Prescreening Evaluation

- Evaluations completed prior to commitment with the goal to divert the individual from the commitment process.
- The data reflects the number counties statewide that civil commitment prescreening evaluations are available or in-development.



Crisis Intervention Training

- Specific crisis intervention training for law enforcement
- The data reflects the number counties statewide that have trained officers or training in-development.



Crisis Prevention Training

- Training for law enforcement, first responders, etc. regarding mental health awareness other than CIT.
- All officers are required to receive crisis prevention training through the Law Enforcement Academy

